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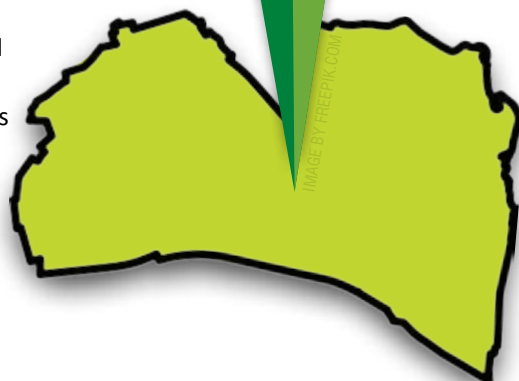
A tour of DCHS locations in Alexandria

The City of Alexandria's 15-square miles is home more than 150,000 people from a rich diversity of backgrounds and experiences—and DCHS is committed to providing a wide range of effective and essential safety net services to improve or maintain the wellbeing, safety and self-sufficiency of all its residents.

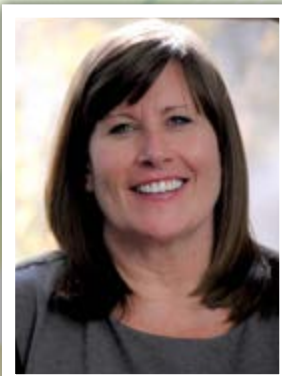
Close to 700 DCHS employees serve in dozens of locations across the City, and the Department's programs and staff can be found in a range of locations, from residential homes and apartment buildings to office buildings and space in City buildings, including schools, medical facilities and law enforcement facilities.

Of those, 10 locations house the majority of DCHS administered programs and services. They are profiled below along with a map to show where DCHS employees can find many of their coworkers serving Alexandria residents. To

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Director's Corner



DCHS Director Kate Garvey

An Update on Organizational Assessment

We have continued to make progress with the Organizational Assessment process. Since our last update, we have held focus groups with clients throughout the Department, received feedback from non-profit and public partners and held a Leadership Team retreat to focus on the information that was collected and our plans for responding to the issues raised.

During the **Leadership Team retreat** this summer, we focused on the work that is needed to address the following items:

- ▶ Create a single DCHS facility
- ▶ Review administrative support across the Department with a goal of aligning resources appropriately to achieve maximum effectiveness
- ▶ Pursue department-wide approaches to effectively serve aging clients and to provide employment supports for clients
- ▶ Explore a unified DCHS practice approach reflecting person-centered, recovery oriented, trauma competency, and family engagement
- ▶ Increase nursing and medical resources to address increasingly complex medical needs of clients
- ▶ Carry out cross training and increased contact across the Department
- ▶ Develop a vision and expand resources for training and development across the Department



- ▶ Explore diversified funding approaches, including effective grant seeking and revenue maximization
- ▶ Review the layers and spans of control in the Department
- ▶ Ensure that revenue

is claimed timely and fully and assess roles regarding reimbursement

- ▶ Develop expedited and streamlined access to services across DCHS
- ▶ Assess access to information regarding client eligibility and access to benefits
- ▶ Improve the onboarding and off boarding processes

A **survey** will be distributed to all staff to ask you to identify the top five items that you feel the Department should pursue. This will help us to understand the priority areas across the Department and develop a timeline and plan to focus on the items of greatest importance.

The survey will include the items above and others that were raised through the team meetings and feedback from clients and partners. Please keep an eye out for the survey so that you can give your feedback.

We are establishing **work groups** to address four areas, one of which has already started. (For more information, see the table at right.)

While some **key staffing** decisions still need to be made, the director position for the Center for Children and Families (CCF) will be filled. We will gather feedback from CCF staff to ensure that the best match for the Center is recruit-

Organizational Assessment Work Groups

FOCUS	TIMEFRAME	LEADS
Department wide approach to serve aging clients	October/ November	Terri Lynch Berline Lewis CES representative
Employment/ economic approach and supports	January	Daniel Mekibib Susan Clay Godwin Okafor
Client eligibility and enrollment in benefits programs	Begun/ Ongoing	Valerie Dragone Patrick Okoronkwo Elizabeth Guzman
Expediting/ streamlining access/referrals across DCHS	January	Kate Garvey

ed. The goal is to post the position by early September. We will continue to update you as progress is made with other positions.

Thanks to all of you who have participated in the Organizational Assessment. Your feedback and insights are critical to this process, and your engagement in future activities (surveys, work groups, discussions, etc.) will keep us moving in the right direction. 🌱

For more information about the Organizational Assessment, visit alexnet.alexandriava.gov/DCHS.

DCHS Star Awards

JUNE 2017

SUPER STAR NOMINEES

Daniel Ratliff

STAR AWARD NOMINEES

Christina Hines

JULY 2017

SUPER STAR NOMINEES

Diana Ratliff

STAR AWARD NOMINEES

None

Star Award Nomination Form:

survey.alexandriava.gov/s3/DCHS-Star-Award-Nomination-Form

Super Star Nomination Form:

survey.alexandriava.gov/s3/DCHS-Superstar-Award-Nomination-Form

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learn more about a program or service, check out the links included on each.

WEST END

DCHS has three major locations in the section of the City just west of I-395.

1900 NORTH BEAUREGARD STREET

Four DCHS programs occupy space on the second and third floors of this three-story office building in the five-building Beauregard Office Park. The second floor is home to the [Center for Alexandria's Children](#), staff in the [Early Childhood Division](#) and the [Community Wraparound Team](#). The [Workforce Development Center](#) is on the third floor. Entry to the building is public and free three-hour public parking is available.

4480 KING STREET

Five DCHS programs are located in this six-story office building, which also houses the main offices of the City's Health Department. The PACT program occupies space on the fourth floor while the [Child Assessment and Treatment Center](#), [Parent Infant Education Program](#), [Residential Services](#) Administrative Offices and [TRAILS](#) occupy space on the fifth floor. The [West End Wellness Center](#) occupies the entire sixth floor. Entry into the building is accessible to the public, and reception desks are located on most floors to help visitors connect to the right services and staff. There are two small parking lots for visitors and staff as well as free three-hour street parking available.

4401 FORD AVENUE

Three DCHS programs as well as staff from Tech Services occupy space on two floors in this 14-story office building situated in Park Center. [Intellectual Disability Case](#)

MAJOR DCHS LOCATIONS IN ALEXANDRIA

[Management and Vocation Services](#) occupy space on the first floor while [Aging and Adult Services](#) programs occupy space on the twelfth floor. Tech Services, which provides technical support and solutions to improve the Department's effectiveness and efficiency, also shares space on that floor. The building is open to the public, with a reception desk for ID services on the first floor. Access to twelfth floor services is locked, so staff must grant access. Two hour free parking is available on the street. Parking is available in the garage under the building for a fee.

DEL RAY

DCHS occupies an entire two-story converted warehouse across from Mount Vernon Elementary School in this centrally located neighborhood area of Alexandria.

2525 MT. VERNON AVENUE

In addition to the DCHS Customer Service Lobby, programs related to Operations, [Economic Support](#) and [Children and Families](#) are also located here.

The first-floor lobby, with entrances off Mt. Vernon and Mt. Ida, includes self-service kiosks for public benefits in addition to staff on hand to assist customers and clients. Also located on the first floor are [ACPMIT](#) and Customer Call Center staff as well as the DCHS Communications Team and Contract and Grants, Finance, Human Resources and Tech Services staff.

On the second floor, [Child Welfare & Protective Services](#) and the [Fund for Alexandria's Child](#) are located on the east side of the building while [Community Services](#) and [Benefits Program](#) staff share space on the west side along with staff

from Facilities, Organizational Development & uity, and the Director's Office.

A security desk is located just inside the Mt. entrance for staff and visitors accessing the meet-rooms or meeting with staff working in building. Free parking is available the street and vehicles with permits can park in the lot or underground parking garage located off Mt. Ida.

OLD TOWN

DCHS has four locations in this area.

720 NORTH SAINT ASAPH STREET

DCHS occupies the entire space of this four story office building located across from Harris Teeter.

Intake services for [Mental Health](#), Intellectual Disability and [Substance Abuse](#) programs are located on the second floor along with [Emergency Mental Health Services](#) and [Outpatient Mental Health Services](#), which also has

space on the third floor. [Youth and Family Services](#) and [Neighborhood Health](#) also share space on the third floor. Administrative offices—including staff from Finance, Program Evaluation, Quality Assurance, Tech Services and the Director's Office—are located on the fourth floor.

The first level has limited parking for customers and vehicles with permits. Staff without permits must park on the street, which is free.

115 NORTH PATRICK STREET

This converted townhome is the location of [Safe Haven](#), which provides permanent supportive housing for single

ALL THROUGH THE TOWN
— CONTINUED FROM PAGE 5

adults who have serious and persistent mental health challenges, previously lived on the streets and were resistant to services. Free two-hour and metered street parking is available.

421 KING STREET

Several DCHS programs occupy space in this building near City Hall. Alexandria Campaign on [Adolescent Pregnancy, Substance and Abuse Prevention Coalition of Alexandria](#), Youth Development, [Domestic Violence Program](#) and the [Sexual Assault Center](#) are currently located on the third floor but will be relocating to the second next month. Metered and free two-to-three hour parking is available on the street as well as paid public parking in a parking garage under the building.

1108 JEFFERSON STREET

The [Adult Day Services Center](#), which offers services to adults 55 years and older who may need assistance and who may not want or cannot stay at home alone during the

day, occupies space on the first floor of the Lee Rec Center. Free parking is available in the parking lot.

EISENHOWER PARK

DCHS has two major locations in this area.

2355 MILL ROAD

DCHS programs occupy the entire space of this building, which is home to the [Detox Center](#), [Homeless Services](#) and [Substance Abuse Services](#). Adjacent to this building is a homeless center, operated by a non-profit with DCHS oversight. Free parking is available in the parking lot.

2001 MILL ROAD (ALEXANDRIA DETENTION CENTER)

Jail Services—which includes staff from [Behavioral Health and Criminal Justice Collaboration](#), the [Crisis Intervention Team](#), Substance Abuse Services, Mental Health Services and other DCHS programs—occupies space here. Free public parking is available

in the parking lot outside the Center.

ADDITIONAL LOCATIONS

DCHS also provides services at additional locations, including the Adolescent Health Clinic, Alexandria City Public Schools and Recreation Centers, Alexandria Preschools and Head Start Classes, Alexandria Community Shelter and Carpenter’s Shelter, Alexandria Detention Center, Alexandria Juvenile & Domestic Relations Court Services Unit and Alexandria Adult Probation and Parole Office.

In addition, the Alexandria CSB has nine group homes and 181 residential program beds in houses and apartments throughout Alexandria.

The programs listed at the locations in the article are far from comprehensive. We invite you to explore the DCHS portion of the City’s website or see the back page of this newsletter for links to a full list of programs by Center.

More about..

RESIDENTIAL LOCATIONS

Four homes with the Mental Health and Substance Abuse Residential Services provide permanent or transitional living arrangements, support, supervision and training for persons with severe mental illness and/or co-occurring substance use disorders in a home-like environment that promotes personal growth, respect, recovery and hope.

Five homes provide assisted and supervised living for those with intellectual disabilities with the goal to provide a space where residents can develop, grow and live out their fullest potential. You can read more about these homes in “Places Where Real Life Happens,” an article in [the November/December 2016 issue of Connect](#).

Guide Gives Quick Access to Resources and Services

Guide gives staff ability to quickly locate phone numbers, links and information for clients

The DCHS eResource Guide for Department employees is a highly useful tool that gives staff quick access to services and resources in DCHS and the Alexandria community as well as those offered by state and federal partners that are available to support DCHS clients and customers.

Giving customers up to date information and timely help is essential to quality service, and the guide gives staff the ability to quickly locate phone numbers, links and information that doesn’t directly related to one’s own program or Center.

In addition to program summaries and contact information by Center, the guide provides summaries and contact information for resources outside of the City related to each Center’s programs and services.

The guide includes compilations of resources, such as a list of keywords representing the most common calls into the Department and the contact information of resources related to those needs, including those outside the City. It also

maintains a list of community resources by subject, like dental care, food and grocery, and veteran resources.

Staff are encouraged to familiarize themselves with the guide and the wide range of services available to their clients. To access the guide, click on the DCHS Shortcuts folder on your computer desktop and scroll down to locate the guide among the documents under the list of folders. Instructions for using the guide and a short introduction are included.

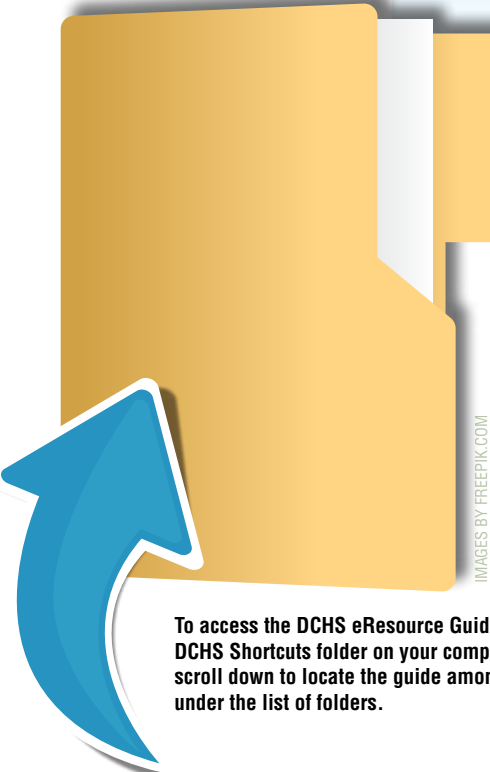
The guide, which was originally designed to collect and provide information to assist

people calling the Customer Call Center for assistance, is maintained by the Customer Call Center Manager, Fernando Perez-Lee. To submit e-sources not listed in the guide, please email Perez-Lee at Fernando.PerezLee@alexandriava.gov.

More about..

THE CUSTOMER CALL CENTER

The Customer Call Center assists callers and potential clients with DCHS services. Customer Call Center receptionists direct calls to appropriate DCHS personnel and external resources and answer questions about resources, procedures, benefits and status. Customer Call Center Case Workers assist callers with locating DCHS services, act as liaisons to find community referrals or assistance within the Department, screen and make referrals or appointments for Community Services, establish case records, monitor caller progress and conduct follow-up interviews.



To access the DCHS eResource Guide, click on the DCHS Shortcuts folder on your computer desktop and scroll down to locate the guide among the documents under the list of folders.



SOC Workgroup Participates in Competitive GU Program

Seven month program included intensive distance learning and team activities

Alexandria was one of seven jurisdictions from across the country selected for a highly competitive Georgetown University program to improve system collaboration in support of better outcomes for youth involved with the juvenile justice and child welfare systems.

The seven-month program, which ran from January through July this year, provided technical assistance and intensive learning opportunities to Alexandria's System of Care (SOC) Workgroup through Georgetown University's Multi-System Collaboration and Technical Assistance (MSC-TTA) Program through their Center for Juvenile Justice Reform.

The SOC Workgroup includes DCHS Child Welfare Chief Greta Rosenzweig and Child Behavioral Health & Youth Development Chief Tricia Bassing as well as a juvenile court judge and leadership from the Court Services Unit, Alexandria City Public Schools, City Attorney's Office, Center for Alexandria's Children, Court Appointed Special Advocates and Guardians Ad Litem. The

effectiveness of this workgroup is bolstered by member affiliation with Best Practice Court, the Alexandria Community Policy Management Team and the Center for Alexandria's Children Multidisciplinary Team.

The team participated in intensive distance learning and team activities that focused on identifying barriers to partnership and information sharing, understanding how youth are served in multiple systems, acknowledging how agency culture impacts change, challenging the role of leadership and empowering others in the change process, and identifying ways to truly partner with and empower youth and families.

At the end of the program, the Alexandria team developed a comprehensive work plan that addresses improvements in collaboration, data collection, parent and youth partnership, training and information sharing with the goal of keeping youth in the community whenever possible and improving outcomes for youth involved with multiple systems.

"I was so proud to work alongside our Alexandria team," says Juvenile Court Judge Uley Damiani. "The time and effort everyone put in was tremendous resulting in a strong work plan that earned well-deserved high praise from the project leaders at George-

town. The work has really just begun, but with this team I'm absolutely confident we will succeed in continuing to improve services and outcomes for our youth and families."

The SOC Workgroup is ongoing and the plan has cross-system accountability and sustainability woven throughout, including ties to the DCHS work plan, ACPS strategic plan and the Children and Youth Master Plan. The SOC workgroup will report progress and seek feedback at bi-monthly Best Practice Court meetings. A core group meets monthly. An MOA is under development.

"It was an absolute pleasure to work with the Alexandria Team throughout this program," says Sam Abbott, who coordinates MSC-TTA. "The thoughtful strategies detailed in the work plan speak to the team's commitment to improving the lives of Alexandria's multi-system youth. I look forward to watching the workgroup implement their work plan, building on the progress they have already made."

The SOC Workgroup Plan can be seen in the SOC Workgroup folder in the DCHS Information folder (which staff can access by the shortcut on their computer desktops) and more information on the MSC-TTA [on their website](#).
~by Tricia Bassing, Youth Development Chief

Underscoring the Need for Minority Mental Health Resources

Minorities face significant challenges to accessing mental health treatment

In July, the Bebe Moore Campbell National Minority Mental Health Awareness Month highlighted the importance of mental health awareness regarding minority groups throughout the country.

The National Alliance on Mental Illness notes that one in five people will experience a mental health condition in their life. Mental health conditions do not discriminate based on race, color, gender or identity—anyone can experience the challenges of mental illness regardless of their background.

However, according to the U.S. Department of Health and Human Services Office of Minority Health, minorities are less likely to receive diagnosis and treatment for their mental illness, have less access to and availability of mental health services, and often receive a poorer quality of mental healthcare.

In addition, culture, race, ethnicity and sexual orientation can make access to mental health treatment much more difficult.

- When trying to access treatment, minority communities are challenged with:
- language barriers
- a culturally insensitive system
- racism, bias and discrimination in treatment settings
- lower quality care
- lower chance of healthcare coverage
- stigma from varying sources, both for being a minority

and for having mental illness.

While chronic stress can have negative side effects on everyone, psycho-social factors, specifically pervasive exposure to racism and discrimination, create an additional daily stressor for people of color.

Equal access to services and cultural competency are vital components of DCHS' mission to provide effective and essential safety net services to the residents of Alexandria.

One of the Department's guiding values and principles is to make sure its services are available to all people regardless of economic status, language, race, sex, ethnicity, national origin, age, disability, religion, sexual orientation or gender identity and expression. Another is to honor the cultural backgrounds, values and preferences of the people it serves.

"African-Americans, immigrants and members of LGBTQ communities face significant barriers to quality mental health treatment," said Tricia Bassing, DCHS Chief of Child Behavioral Health and Youth Development. "I'm proud that at DCHS, we strive to match the demographics of our behavioral health workforce with that of our clients, an important step in support of equal access for all."

In addition to the Cultural and Linguistic Competence Committee's periodic Lunch

and Learns, DCHS offers various mental health resources specifically for minorities in Alexandria.

If you or someone you know is dealing with a mental health condition, there are helpful resources and topics included [on the DCHS website](#), including:

- Coping with Uncertainty and Fear
- Race Based Trauma and Support in Times of Civil Strife
- Multicultural Mental Health Resources
- Resources for Addressing Emotional and Psychological Needs in the LGBTQ Community
- Resources for Immigrants

For more resources and information, including content in Spanish, visit www.alexandriava.gov/DCHS.



Center for
Juvenile
Justice
Reform



DCHS Highlights



INDEPENDENT LIVING GRADUATION

Alexandria and Arlington staff celebrated high school, vocational and college graduates in their Independent Living Programs at a dinner and awards ceremony on June 19 at the Carlyle Club in Alexandria.

The annual event highlights the youths' accomplishments and honors their work. Youth in foster care do not always have the typical network of family and friends who would traditionally throw graduation parties and purchase gifts to help prepare them for future endeavors.

Four young adults from Alexandria and eleven from Arlington were recognized for their achievements. This year, all Alexandria graduates were from high school.

The celebration also recognized Youth Leader of the Year, Most Improved Scholar, Academic Achievement and Achievement Against All Odds recipients. In addition, a new award category—Spirit of Support—recognized outstanding adult supporters for youth and young adults in foster care.

During the event, graduates, their families and adult supporters were treated to a keynote speech from Jelani Freeman, a foster care alumnus who currently works as an appellate attorney for the Department of Veterans Affairs. Several graduates

treated those in attendance to an *a capella* number, original spoken word poetry performance and a short magic show. Alexandria graduates were recipients of numerous gifts provided for them through generous community donations made possible through the fundraising efforts of Christine Coussens, an Alexandria resident. For the second year in a row, each Alexandria graduate also received a handmade quilt from Creative Chicks with Babes. ~by Lanie Dosland, Independent Living Coordinator



CELEBRATION HONORS MENTORS

The Young Successful Stars (YSS) Program celebrated another year of achievement at their annual banquet on June 6 at T.C. Williams.

Youth Development Counselors Theodore "Teddy" Jones and James "Chucky" Moore along with others were honored for their roles in developing the male mentoring program that helps teens build skills in decision making, anger management, problem-solving, succeeding academically and overall mental and physical wellbeing.

Keynote speaker Patrick Garland, an

eighth grade teacher from Hammond Middle School, shared his experience growing up poor in Harlem and underscored how education is a tool to enhance the lives, minds and, most importantly, expectations and opportunities for young people.

The young men in the program, all of whom will be promoted to the next grade, thanked Jones, Moore and the other mentors for their support, for believing in them and for always pushing them to do better. ~by Noraine Buttar, Youth Development Team Leader



'CHAMPIONS' HONORED AT RECEPTION

Shining a light on those who have worked to improve the lives of children and youth in Alexandria was the focus at the Children, Youth and Families Collaborative Commission's (CYFCC) Champions of Children Awards reception on June 14 at the Vola Lawson Lobby in City Hall.

The awards celebrated the unsung heroes in the Alexandria community, whose tireless efforts advance the Children and Youth Master Plan (CYMP) goals, recognizing the outstanding accomplishments of individuals instrumental in implementing the effective strategies that support improved outcomes for children and youth.

This year's award recipients were

Susan Britton, Rhea Butler, Amy Fortney Parks, Cheryl Robinson, Lindsey Swanson, Lynn Thomas and Olga Wright.



PROGRAM BRINGS TOGETHER YOUTH AND SENIORS

Summer camp youth participated in several creative activities with participants at the Adult Day Services Program, a DCHS program that offers services to seniors 55 years and older who may need assistance and who may not want or cannot stay at home alone during the day.

The Little Lilies Knitting Club, a program that started last summer, matches ADSC participants with youth participating in one of the Recreation, Parks & Cultural camps at the Nannie J. Lee Center. In July and August this year, youth joined ADSC participants every Friday. The seniors taught the youth how to knit and also participated in craft activities, including making crepe paper cherry tree pictures, decorating pencil holders with crepe paper and stickers, and painting canvas school bags.

"The girls' joy is contagious and enriches the seniors' memories of old and new," says Karla Kombrink, one of three seniors who worked with the youth. ~ADSC participant Karla Kombrink contributed to this article

DCHS TIES FOR SECOND IN CITY CUP SERIES

DCHS tied for second place with Police and City Hall in the overall City of Alexandria Employees Cup Series.

The City Cup series is a cumulative contest of employee teams through three sports seasons: kickball in the fall, basketball in the winter and softball in the spring. During the season, DCHS teams finished first in the kickball competition, fourth in basketball and third in softball. Recreation, Parks & Cultural teams took first place overall, with General Services and DASH teams tied for third.



DCHS HIGHLIGHTS - CONTINUED



KAT CAMP ENJOYED BY ALL

This summer's Kids Are Terrific (KAT) Camp was filled with the infectious smiles and laughter of more than 200 young campers.

Campers had the opportunity to learn from and bond with 11 high-school-aged Peers Advisors through a variety of activities, weekly field trips and informative educational sessions focused on important topics like Alcohol/Tobacco and Other Drugs, Anger Management, Getting Away from Peer Pressure, and Nutrition.

The Peer Advisors also benefited, gaining invaluable leadership, group facilitation and management skills while building confidence and positive peer relationships.

Camp wrapped up with the annual family picnic at Hensley Park. Campers and their families participated in a kickball tournament, dancing and ate plenty of food prepared by "Grill Master" James "Chucky" Moore, a Youth Development Counselor. ~ *Kimberly Hurley, Health and Community Education Specialist*



REBUILDING IMMIGRANT CAREERS

On August 11, the Workforce Development center partnered with other community groups to host the fourth annual Skilled Immigrant Conference at Northern Virginia Community College in Alexandria.

The community partners—which also included local Resettlement Agencies, the Alexandria/Arlington Regional Workforce Council and Fairfax County SkillSource Center—are working to together to improve resources and opportunities for the region's growing immigrant population. Many of those who attended are highly skilled but face significant hurdles finding work in their fields due to challenges related to certification and licensing procedures for utilizing education and professional experience earned abroad, which often leaves them unemployed or significantly underemployed.

Around 300 people participated in the conference, which discussed the importance of soft skills, employment and training opportunities for immigrants, and the new American economy. Participants also were given time for Question and Answer with professionals in their field of interest and network after the event. ~ *Savannah Hill, Employment and Training Specialist, Workforce Development Center*

Hello & Goodbye



NEW STAFF

DANIEL ALFORD

Daniel Alford joined DCHS as a Human Services Benefits Program Specialist.

EMILY BENTLEY

Emily Bentley joined DCHS as a Senior Therapist for the Substance Abuse Residential Program. Her career path includes working for the Cornerstone in Fairfax County for seven and a half years and Pathways for two years prior to that. She was born and raised in Alexandria.

TONYA COLEMAN

Tonya Coleman joined DCHS as a Human Service Benefits Program Specialist with the Workforce Development Center.



CHELSEA EICKERT

Chelsea Eickert joined DCHS as the Children and Youth Master Plan Coordinator. Eickert comes from Seattle, Washington, with a Master's in Community Development and Planning and a B.A. in Geography. Her background includes eight years of

Early Education and leading the development of a cradle to career continuum focused on improving educational and social outcomes among children and youth. She was born and raised in Montana and enjoys traveling, listening to podcasts and spending time with loved ones. She is very excited to live in Alexandria and help move the Children and Youth Master Plan forward.

VANESSA PENNA

Vanessa Penna joined DCHS as an Administrative Support III with the Center for Adult Services.



NAYNTARA RIZK

Nayna Rizk returns to the Center for Children and Families as a Family Services Specialist, having previously interned with the same unit. She recently graduated with her Master of Social Work from Virginia Commonwealth University and is excited to begin her career as a social worker. Prior to pursuing her MSW, Rizk worked in communications at a non-partisan think tank in Washington, D.C., and has an MA and BA in broadcast

journalism as well. She spends her spare time volunteering for organizations focused on social justice issues and hanging out with her family.



EMILY SORTO

Emily Sorto joined DCHS as part-time Administrative Support. A resident of Alexandria for 21 years, she is originally from El Salvador and is fluent in Spanish.. She is currently a student at George Mason University majoring in Clinical Social Work. She previously worked at Sunrise Senior Living where she was lead concierge to older adult residents and their families. She enjoys helping others and has volunteered through Fairfax County Community Youth Helpers and her church. She is grateful to be a part of the DCHS team and hopes to assist adults and youth in the community over many years to come.

RACHEL SPENCER

Rachelle Spencer joined DCHS as the new Supervisory Administrative Support with the Center for Adult Services Administrative Team. Previous-



ly, she worked for five years as a Managing Commissioner for the District Court of Maryland Commissioners Office in Prince George's County. She also has worked for other private organizations as an Office Manager. Spencer has a Bachelor's degree from Howard University in Chemistry and Allied Sciences.

JOB CHANGE

Claudia Atteberry is the Benefit Program Supervisor for Long Term Care in the Center for Economic Support. **Alie Karamara** is a full-time therapist at Peacock Group Home. **Wendy Vaughn** is the Director of MH/SA Residential Services. **Jessica Wenger** is a CORE & Jail Diversion Therapist. **Peter Williams** is a Human Services Senior Benefit Programs Data Specialist with Benefit Programs.

RETIREMENT

Pam Sercey retired after more than 27 years with the City. She was a case worker with Child Protective Services.



News You Can Use

VOLUNTEER IN ALEXANDRIA

If you've been looking for a place to volunteer your time and make a difference, the City has a broad range of volunteer opportunities.

For example, positions are available with the Library, including ESL teaching positions and chances to assist in a weekly children's knitting program or supporting essential Library processes.

Or check out Recreation, Parks and Cultural Activities' opportunities for volunteer naturalists, who undertake activities such as cataloging and setting up a botanical and natural resources library or assisting with animal care for live

animal exhibits.

Many other opportunities, ranging from mentors and coaches to special event help and community outreach and service, are available from Rec and Parks, the Health Department, local law enforcement agencies, Fire Department, Emergency Management, Transportation and Environmental Services, Court Services, Historic Alexandria as well as multiple DCHS programs.

Explore these opportunities by visiting www.alexandriava.gov/Volunteer. You can also visit [Volunteer Alexandria](#) for a comprehensive list of volunteer opportunities in Alexandria, and for assistance in fulfilling court-mandated community service requirements.

CITY EMPLOYEE ENRICHMENT OPPORTUNITIES

Looking for an opportunity to collaborate cross-departmentally, meet colleagues from other City departments or participate in strategic decision-making for the entire organization?

The City offers multiple enrichment opportunities for employees to get more involved in the organization, meet City leaders, enhance and learn new skills, meet colleagues from other departments and gain experiences that can enable personal growth and an enriched work experience.

Recently, City Manager Mark Jinks announced two new additions: the Employee Rotation Program and City-wide Challenge Teams.

Rotations allow employees to learn about different aspects of the organization, represent their home departments' perspectives, develop additional skills and contribute

in new ways. Two rotations are currently available, one with the Office of Management and Budget and another with IT Services. To learn more about these positions or to apply, go to www.governmentjobs.com/careers/alexandria/promotionaljobs.

Citywide Challenge Teams offer employees a way to get involved by collaborating with people across the City to think strategically and tackle City-wide challenges. Each team presents the opportunity to work in partnership with colleagues from other departments to look at the issue, brainstorm ideas, develop recommendations and present them to management. Current Challenge Teams include Employee Uniforms, Employee Innovation, and Technology for Collaborative Communication.

For more information about these teams and other opportunities for employee enrichment, visit alexnet.alexandriava.gov/EmployeeEnrichment.

TAKE ADVANTAGE OF TRAINING

The City offers staff multiple ongoing opportunities for training.

You can find a list of City HR Learning and Development professional development trainings on Alexnet by clicking on "My Pay, Leave & Info" option in the left hand column. Then click on "My Pay, Leave & Info" link. Choose the "Employee Self Service" option in the left hand column, and then choose the "Training Opportunities" option, where you will find options to learn more and to enroll.

The City has also granted access to online courses through the Pryor Training Rewards Program for all City employees. The program contains an e-library with nearly 5,000 professional webinars, eBooks, online courses and videos accessible anytime and anywhere. To access this eLearning opportunity, go to alexnet.alexandriava.gov/HR/content.aspx?id=21233.

INTERACTIVE MASTER PLAN MAP

GIS staff has helped Neighborhood Planning and Community Development create an interactive Master Plan map.

The map serves as a quick reference tool to Small Area Plan documents and associated Master Plan Amendments (MPAs), most of which are still listed on this page. When you click on a particular area of the map a web box will appear that includes the Plan name, approval date, ordinance number, link to the most current plan document and link to the most current land use map for that area. Residents also have the ability to enter their street address to determine which small area plan applies to them.

You can check it out at www.alexandriava.gov/planning/info/default.aspx?id=44614. ~Katherine Carraway, Urban Planner, Department of Planning and Zoning



NEWS YOU CAN USE - CONTINUED

DCHS FUN DAY IS COMING NEXT MONTH!

DCHS Fun Day 2017 is September 15. The annual staff day runs from 11 a.m. to 3 p.m., with an agenda filled with food, games, awards, music and a photo booth.

The event will be held once again at Hensley Park on Eisenhower Avenue. Look for more information and sign up instructions coming your way soon! 🌿



What is Connect?

Connect seeks to inform DCHS employees about initiatives, programs, services and changes within the Department. It also introduces staff to one another on a more personal level, recognizes employee and team accomplishments, and helps foster relationship between programs and employees across DCHS.

Have a story to share?

We are always looking for news and story ideas. If you have an idea for content, email carmen.andres@alexandriava.gov or call 5753.

See a Significant Error?

To report significant errors in this newsletter, please email carmen.andres@alexandriava.gov.

Are you leaving the City?

Don't miss out on important news and alerts! Sign up for the Behavioral Health and Human Services subscription group on eNews to continue receiving *Connect* content. The City of Alexandria's free eNews service lets you sign up to receive information on nearly 100 topics, including vital emergency alerts. Go to www.alexandriava.gov/Communications for the link to sign up.

Want to know more about DCHS Programs?

Check out our Department webpages at www.alexandriava.gov/DCHS or read summaries of our Centers and programs with these summaries published in *Connect*: [Center for Adult Services](#), [Center for Children and Families](#), [Center for Economic Support](#) and [Center for Operations](#).